AMENDMENTS TO THE CLAIMS

1-12.   (Canceled)

13.   (Previously Presented)   A computer-implemented method for facilitating delivery of a document from a source to a destination over a network, comprising:

attempting an initial delivery of the document to the destination by using a first destination number associated with the destination;

determining that the initial delivery attempt was unsuccessful;

automatically retrieving multiple alternative destination numbers associated with the destination and already stored in a memory, each of the alternative destination numbers distinct from the first destination number; and

automatically performing an additional attempt to deliver the document to the destination by,

obtaining delivery information related to delivering the document to the destination and not related to the initial delivery attempt;

selecting one of the alternative destination numbers as a second destination number, the selecting based at least in part on the obtained delivery information; and

attempting a delivery of the document to the destination by using the second destination number.

14.   (Previously Presented)   The method of claim 13 wherein the attempted document delivery to the destination using the second destination number is successful such that the destination receives the document.

15.   (Previously Presented)   The method of claim 13 including repeatedly performing additional attempts to deliver the document to the destination such that multiple of the alternative destination numbers are used in those additional attempts.

16.   (Previously Presented)   The method of claim 13 wherein the obtained delivery information indicates an ordering among the multiple alternative destination numbers such that at least one of the alternative destination numbers is preferred over other of the alternative destination numbers, and wherein the second destination number is selected based on being one of the preferred alternative destination numbers.

17.   (Previously Presented) The method of claim 16 wherein the ordering among the multiple alternative destination numbers is time-variable, and wherein the selecting of the second destination number is further based on a time related to the additional attempt to deliver the document to the destination.

18.   (Previously Presented) The method of claim 16 wherein the ordering among the multiple alternative destination numbers varies based on a type of the document, and wherein the selecting of the second destination number is further based on the type of the document.

19.   (Previously Presented)   The method of claim 13 wherein the delivery information used for the selecting of the second destination number is obtained from the destination.

20.   (Previously Presented) The method of claim 19 wherein the obtaining of the delivery information from the destination is performed in response to the determining that the initial delivery attempt was unsuccessful and includes requesting an intended recipient of the document at the destination to provide that delivery information.

21.   (Previously Presented)   The method of claim 13 wherein the multiple alternative destination numbers associated with the destination are retrieved from the destination.

22.   (Previously Presented) The method of claim 21 wherein the retrieving of the multiple alternative destination numbers from the destination includes requesting an intended recipient of the document at the destination to provide those alternative destination numbers.

23.   (Previously Presented) The method of claim 13 wherein the first destination number is associated with a first delivery network, wherein the obtained delivery information indicates an alternative delivery network with which at least one of the multiple alternative destination numbers is associated, and wherein the second destination number is selected based on being associated with the alternative delivery network.

24.   (Previously Presented) The method of claim 13 wherein the attempting of the initial delivery of the document used first delivery instructions, wherein the obtained delivery information indicates distinct alternative delivery instructions, and wherein the attempting of the delivery of the document by using the second destination number further uses the alternative delivery instructions.

25.   (Previously Presented) The method of claim 13 wherein the attempting of the initial delivery of the document used a first group of delivery information, and wherein the obtained delivery information is distinct additional delivery information.

26.   (Previously Presented) The method of claim 13 wherein the first destination number corresponds to a first device at the destination, and wherein the second destination number corresponds to a distinct device at the destination.

27.   (Previously Presented) The method of claim 13 wherein the first destination number corresponds to a first device, and wherein each of the multiple alternative destination numbers correspond to alternative devices.

28. (Previously Presented) The method of claim 13 including, before the attempting of the initial delivery of the document using the first destination number, automatically selecting the first destination number for use based on obtained delivery information related to delivering the document to the destination.

29. (Previously Presented) The method of claim 13 wherein the performing of the additional attempt to deliver the document to the destination is performed in such a manner as to reduce costs associated with delivery of the document.

30. (Previously Presented) The method of claim 29 wherein the obtained delivery information includes information related to costs associated with delivering the document using one or more of the alternative destination numbers, and wherein the selecting of the second destination number and/or the attempting of the delivery by using the selected destination number are performed in such a manner as to minimize the costs associated with the delivery of the document.

31. (Previously Presented) The method of claim 13 wherein the obtained delivery information includes delivery instructions specific to the document.

32. (Previously Presented) The method of claim 13 wherein the obtained delivery information includes delivery instructions specific to the destination.

33. (Previously Presented) The method of claim 13 wherein the first and second destination numbers are telephone numbers, and wherein the initial and additional attempts to deliver the document include dialing those telephone numbers.

34. (Previously Presented) The method of claim 13 wherein the additional attempt to deliver the document was unsuccessful, and including selecting a next action

related to the delivery of the document based at least in part on a combination of the unsuccessful initial and additional delivery attempts.

35.   (Previously Presented) The method of claim 13 wherein one or more actions other than the unsuccessful initial delivery attempt were attempted before the additional delivery attempt of the document, and wherein the selecting of the second destination number is further based at least in part on the unsuccessful initial delivery attempt and on the other actions.

36.   (Previously Presented) The method of claim 13 wherein the selecting of the second destination number is performed under control of a rule-based process.

37.   (Previously Presented) The method of claim 13 wherein the document is an email message.

38.   (Previously Presented) The method of claim 13 wherein the document is a voice mail message.

39.   (Previously Presented) The method of claim 13 wherein the document is a textual message.

40.   (Previously Presented) The method of claim 13 wherein the document is a fax document.

41.   (Previously Presented) The method of claim 13 including, after the determining that the initial delivery attempt was unsuccessful, notifying a human of the initial delivery attempt.

42.   (Previously Presented) The method of claim 41 wherein the notified human is a delivery analyst operator, and wherein the obtained delivery information is received from the delivery analyst operator in response to the notifying.

43.   (Previously Presented) The method of claim 41 wherein the notified human is associated with the destination.

44.   (Previously Presented) A computer-readable medium whose contents cause a computing device to facilitate delivery of a document from a source to a destination over a network, by performing a method comprising:

after an unsuccessful initial attempt to deliver the document to the destination by using a first destination number associated with the destination, identifying one or more distinct alternative destination numbers associated with the destination;

obtaining delivery information related to delivering the document to the destination and not related to the unsuccessful initial attempt;

selecting one of the alternative destination numbers based at least in part on the obtained delivery information and in part on a rule-based process of a time-variable set of input conditions; and

delivering the document to the destination by using the selected destination number.

45.   (Previously Presented) The computer-readable medium of claim 44 wherein the method includes notifying a human of the unsuccessful initial attempt to deliver the document.

46.   (Previously Presented) The computer-readable medium of claim 44 wherein the method includes notifying a human of the delivering of the document to the destination.

47.   (Previously Presented)   A computer-implemented method for facilitating delivery of a document from a source to a destination, comprising:

after an unsuccessful initial attempt to deliver the document to the destination via a first network, identifying one or more distinct alternative networks via which the document could be delivered to the destination;

obtaining delivery information related to delivering the document to the destination and not related to the unsuccessful initial attempt;

selecting one of the alternative networks based at least in part on the obtained delivery information and in part on a rule-based process of a time-variable set of input conditions; and

attempting a delivery of the document to the destination by using the selected alternative network.

48.   (Previously Presented)   A computer-implemented method for facilitating delivery of a document from a source to a destination, comprising:

after an unsuccessful initial attempt to deliver the document to the destination using first delivery instructions, identifying one or more distinct groups of alternative delivery instructions with which the document could be delivered to the destination;

obtaining delivery information related to delivering the document to the destination and not related to the unsuccessful delivery attempt;

selecting one of the groups of alternative delivery instructions based at least in part on the obtained delivery information and in part on a rule-based process of a time-variable set of input conditions; and

attempting a delivery of the document to the destination by using the selected alternative delivery instructions.

49.   (Previously Presented)   A computer-implemented method for facilitating delivery of a document from a source to a destination, comprising:

identifying multiple distinct alternative destination numbers associated with the destination;

obtaining delivery information related to delivering the document to the destination;

selecting one of the alternative destination numbers based at least in part on the obtained delivery information and in part on a rule-based process of a time-variable set of input conditions; and

delivering the document to the destination by using the selected destination number.

50.   (Previously Presented)   A computer-implemented method for facilitating delivery of a document from a source to a remote destination over a network after an initial delivery attempt has been unsuccessful, comprising:

determining a group of one or more current conditions at the remote destination; and

initiating rule-based processing to determine a next action related to the delivery of the document based on the determined group of current conditions at the remote destination, the determined next action being one of multiple distinct possible next actions such that the other next actions are for use based on other groups of current conditions at the remote destination.

51.   (Previously Presented) The method of claim 50 wherein the group of current conditions at the remote destination includes multiple current conditions, and including, after the determining of the group of current conditions at the remote destination:

receiving an indication of an unsuccessful initial delivery attempt of a second document to the remote destination from the source;

determining a second group of multiple current conditions at the remote destination, the second group of current conditions distinct from the group of current conditions; and

determining a second action related to the delivery of the second document based on the determined second group of current conditions, the determined second action distinct from the determined next action.

52.   (Previously Presented) The method of claim 50 including performing multiple unsuccessful attempts to deliver the document from the source to the remote destination, and wherein the method is performed in response to the unsuccessful delivery attempts.

53.   (Previously Presented) The method of claim 50 wherein the determined group of current conditions at the remote destination includes multiple current conditions of multiple distinct types.

54.   (Previously Presented) The method of claim 50 including determining one or more prior conditions related to the remote destination, and wherein the determining of the next action by the rule-based processing is further based on the determined prior conditions.

55.   (Previously Presented) The method of claim 50 wherein the current conditions include whether a current day at the remote destination is a non-business day and/or whether a current time at the remote destination is a non-business time.

56.   (Previously Presented) The method of claim 50 wherein the current conditions include alternative delivery instructions at the destination.

57.   (Previously Presented) The method of claim 50 wherein the document is a fax document.

58.   (Previously Presented) The method of claim 50 wherein the document is an email message.

59.   (Previously Presented)   The method of claim 50 wherein the document is a voice mail message.

60.   (Previously Presented)   The method of claim 50 wherein the document is a text message.

61.   (Previously Presented)   The method of claim 50 including performing the determined next action to further facilitate the delivery of the document.

62-68. (Canceled)

69.   (Previously Presented)   A method for facilitating network delivery of a document from a source to a destination when an initial delivery attempt has been unsuccessful, comprising:

initiating a rule-based process to determine a next action, wherein the rule-based process at least identifies an occurrence of a non-business day at the destination; and

determining a next of multiple possible actions related to the delivery of the document based at least in part on the identification of the occurrence of the non-business day.

70.   (Previously Presented)   The method of claim 69 wherein the non-business day is identified as occurring currently.

71.   (Previously Presented)   The method of claim 69 wherein the non-business day is identified as occurring during the initial delivery attempt.

72.   (Previously Presented)   The method of claim 69 wherein the non-business day is a weekend day.

73.   (Previously Presented)   The method of claim 69 wherein the non-business day is a holiday.

74.   (Previously Presented) The method of claim 69 wherein the identifying of the occurrence of the non-business day includes determining non-business days specific to a geographic area that includes the destination.

75.   (Previously Presented) The method of claim 69 wherein the identifying of the occurrence of the non-business day includes determining non-business days specific to the destination.

76.   (Previously Presented)   A method for facilitating network delivery of a document from a source to a destination when an initial delivery attempt has been unsuccessful, comprising:

automatically initiating a rule-based process to determine a next action, wherein the rule-based process at least identifies an occurrence of a non-business hour at the destination; and

automatically determining a next of multiple possible actions related to the delivery of the document based at least in part on the identification of the occurrence of the non-business hour.

77.   (Previously Presented)   A method for facilitating network delivery of a document from a source to a destination when an initial delivery attempt has been unsuccessful, comprising:

automatically initiating a rule-based process to determine a next action, wherein the rule-based process at least retrieves information related to past attempts to deliver other documents to the destination; and

automatically determining a next of multiple possible actions related to the delivery of the document based at least in part on the retrieved information.

78.   (Cancelled)